PSA Jacksonville OIC Manual

Personnel Support Activity
Jacksonville
Box 50, Naval Air Station
Jacksonville, Florida 32212-0050

Welcome aboard and congratulations on your assignment as Officer in Charge/Chief Petty Officer in Charge!

You are about to embark on one of the most challenging assignments an officer can have. You will find it exciting, frustrating, demanding, pleasurable, difficult, tiring, and many other things. The key to success, though, will be staying on top of things. I encourage you to become familiar with the following publications:

- PSA Standard Organization and Regulations Manual (SORM)
- OPNAVINST 1000.23B (PASS Manual)
- Navy Regulations (Articles on authority of an OIC)
- PSA PASS Liaison Representative (PLR Manual)

My staff is here to assist you in any way possible. Rely on your gut feelings – if something doesn't feel right, smell right, taste right, look right, etc., then it's probably wrong. Stop and investigate. Don't hesitate to pick up the phone and call me or the XO. Also don't procrastinate as your situation may duplicate and increase your workload. Get two heads working the problem instead of one. Give me a call at least once a month just to let me know how it's going.

Get to know your host commander and actively participate in their monthly meetings. Participate in base affairs. Make the CO feel that you really are his personal Personnel Officer. If it requires a little "TLC," then do it. Believe me, it will pay dividends for you and us in the long run.

Lastly, you can't run your detachment from the inside of your office. Get out on the floor. Talk to your people and your customers. Listen to what they have to say and be open to recommended changes to enhance productivity. Be visible. It's the best way I know to keep everybody informed and <u>honest</u>. Make sure your military people know they are still in the military but don't forget to build a team concept with them and the civilians. We're all in this together.

Good luck and make this an enjoyable and rewarding tour for you.   Take care of your troops and our customers, AND HAVE FUN!!

C. N. KIRTLEY

TABLE OF CONTENTS

PAGE

INTRODUCTION TO THE ORIENTATION MANUAL

WELCOME ABOARD! This guide will help you get settled in one of the most challenging assignments an Officer or Chief Petty Officer can have. Personnel Support Activity (PSA) Jacksonville is a widely dispersed command consisting of the PSA staff, 16 detachments, and 4 CSDs located throughout the southeastern United States (North Carolina, South Carolina, Georgia, Florida and Mississippi); Puerto Rico and Guantanamo Bay, Cuba.

The mission of PSA Jacksonville is to provide quality customer service and expertise in financial, pay, personnel and passenger transportation.

This orientation manual is broad in scope, giving a basic overview of various topics. As you go through the manual, you may find areas which do not pertain to your particular detachment, or with which you are already familiar. This manual is intended as a handy reference to assist you in getting started as an Officer in Charge/Chief Petty Officer in Charge (OIC), and should <u>not</u> be cited as a regulatory or policy reference. Always check the official reference when responding to customer inquiries.

Your PCS orders should direct you two days TEMDU for OIC indoctrination at PSA Jacksonville headquarters. You will meet with the Commanding Officer, Executive Officer and the Command Master Chief, as well as each Department Head and Special Assistant. Make sure you present your concerns and ask questions during this time. Get to know Department Heads and subordinates as you will find that constant communication with them will lead to an efficient and productive detachment. Enjoy your tour!

CHAPTER 1
PASS ORGANIZATION

CHAIN OF COMMAND. It is always helpful to understand how one fits into the big picture. Refer to the diagram below and insert the names of the individuals filling the billets for your future reference.

CNO - _____

CINCLANTFLT - _____

CINCLANTFLT (N1) - _____

CINCLANTFLT (N11) - _____

PSA JACKSONVILLE:

    CO PSA - _____

    XO PSA - _____

CINCLANTFLT is our major claimant, providing resources and guidance. CINCLANTFLT is also our Immediate Superior in Command (ISIC). Additionally, Defense Finance and Accounting Service is the final authority on matters dealing with pay. Other agencies involved in PASS Program Management include:

    NPC 3 - _____

    NPC 33 - _____

    NPC 332 - _____

    NPC 103 - _____

    CLF N41D _____

CHAPTER 2
PERSONNEL SUPPORT ACTIVITY ORGANIZATION

As an OIC/CPOIC, you will have a great deal of interaction with the PSA Jacksonville staff. In addition to the standard chain of command of the Commanding Officer and Executive Officer, you will interface with staff personnel who will be of assistance in a number of areas. Annotate who is in each of the following billets:

Commanding Officer   _____

Executive Officer   _____

Command Master Chief   _____

Commanding Officer's Secretary   _____

Director of Admin, Manpower & Training   _____

Administrative Officer   _____

Director of Operations   _____

Civilian Personnel Officer   _____

Disbursing Officer   _____

Comptroller   _____

Budget Analyst   _____

Transportation Officer/NAVPTO   _____

Information Systems Department Head   _____

SDS Associate Data Base Administrator   _____

Security Officer   _____

Legal Officer   _____

Training Officer   _____

Total Quality Leadership (TQL) Coordinator   _____

Command Urinalysis Coordinator   _____

Command Drug and Alcohol Program Advisor (DAPA)   _____

Command Physical Fitness Coordinator   _____

Command Managed Equal Opportunity Officer (CMEO)   _____

Facilities Officer   _____

Additionally, you should know the names and phone numbers of your fellow OIC's. Hopefully, you will have frequent contact with them, exchanging information and ideas.

CPOIC, PSD Athens   _____Phone: _____

OIC, PSD Atlanta   _____Phone: _____

OIC, PSD Beaufort   _____Phone: _____

OIC, PSD Camp Lejeune   _____Phone: _____

OIC, PSD GITMO   _____Phone: _____

OIC, PSD Gulfport   _____Phone: _____

OIC, PSD Jacksonville   _____Phone: _____

OIC, PSD Key West   _____Phone: _____

OIC, PSD Kings Bay   _____Phone: _____

OIC, PSD Mayport   _____Phone: _____

CPOIC, PSD Meridian   _____Phone: _____

CPOIC, PSD Panama City   _____Phone: _____

OIC, PSD Roosevelt Roads   _____Phone: _____

OIC, PSD Pensacola   _____Phone: _____

CPOIC, PSD Tampa   _____Phone: _____

OIC, PSD WPNSTA Chas   _____Phone: _____

OTHER ORGANIZATIONAL CONSIDERATIONS

Each PSD is located in an area of major military concentration, primarily Navy. You will have frequent interface with your host, who is coordinating many services for other tenants and fleet units. You are encouraged to attend and take an active role in meetings the host holds for tenant commands. OICs/CPOICs are sometimes invited to attend department head meetings of the host command as well. If you attend department head meetings, remember that you are the head of a separate activity under the command of PSA Jacksonville, with the responsibility for providing services to many commands. All your customers are entitled to equal attention and equal services, which are provided in accordance with the PASS Manual.

As a tenant command, every detachment should have an ISSA (Intra Service Support Agreement) with the host command, in which the host agrees to provide certain services on a cost or no-cost basis. These services include utilities, vehicles, janitorial, legal, medical, and other support services. You should review this agreement during turnover. OICs/CPOICs must inform PSA of any additional tasking levied by the host CO which is outside the parameters of the ISSA and may impact on the accomplishment of your detachment's mission or morale of your personnel. (OICs/CPOICs located on Marine Corps real estate will sometimes have two ISSAs…one with the Navy Medical host and one with the Marine Corps base).

YOUR CUSTOMERS

As part of your indoctrination, it is vital you meet your customer commands(s) CO, XO and Pass Liaison Representatives (PLR). You should pay a courtesy call on these individuals as part of your check-in procedures. It is best to have the person you are relieving accompany you on these visits for purposes of introduction.

Many detachments support geographically separated units, often NROTC units and/or Recruiting Districts. It is important for you to take the time to visit these customers as well, and to maintain frequent contact to assure them they are receiving the same quality of service as your other, more geographically accessible, customers.

You should constantly keep your customer commands apprised of changes, upgrades, down times for systems, etc…Hold briefings, seminars and others means to show you are taking an active rule in supporting the customer. Prove that our goal is the same as theirs, and that is to process personnel through the transient pipeline efficiency and in a timely fashion.

Chapter 3
TURNOVER

You are required to execute a relieving letter when you complete the turnover process within 10 days of reporting to the CO, PSA Jacksonville.

As you go through indoctrination, you should keep your relieving letter in mind. The OIC/CPOIC being relieved is responsible for pointing out any deficiencies and problems, and for turning over official records. As part of the turnover process, you must inventory the following accountable items and include the report of results in the relieving letter:

> ID Cards
> GTRs/meal tickets/MTAs
> Meal Passes
> Classified Material
> Plant/Minor Property
> Navy-wide Advancement Exams
> DD 214s/Worksheets
> Cash/Change Funds (other than DO/DDO/Agent Cashiers), such as MWR
> Change combinations to safes you and your predecessor have personal access to
> Key Control Inventory

To assist you with inventory of your plant/minor property, a copy of your minor property inventory will be provided to you by PSA Jacksonville Comptroller during your PSA Jacksonville indoc.

You should remember that once you sign your relieving letter, you are _personally_ responsible for all items on your inventory list, as well as the above listed items.

CHAPTER 4
GENERAL ADMINISTRATIVE MATTERS

As the OIC/CPOIC, you are the leader, manager and general administrator of your detachment, which is structured to meet your mission. In this role you will face numerous issues, a few of the more important of which will be discussed here.

ARRESTS BY CIVILIAN AUTHORITIES. Contact the PSA Legal Officer concerning civilian arrests of military or civilian personnel. When calling you should have as many facts as are available, the status of the member, and Court Dates, so the Legal Officer can properly brief the CO/XO.

NONJUDICIAL PUNISHMENT. Commissioned Officers who are designated OICs have NJP authority over assigned Navy enlisted personnel. Regardless of the grade of the OIC, punishment imposed is limited to:

- Correctional custody for not more than 7 consecutive days (E1-E3 only)

- Forfeiture of not more than 7 days pay

- Reduction to the next inferior paygrade (E6 and below only)

- Extra duty for not more than 14 consecutive days

- Restriction to specified limits for not more than 14 consecutive days

If you believe your punishment authority as an OIC is inadequate to properly address a particular offense, you may refer the case to the CO, PSA Jacksonville, after discussion with PSA Jacksonville's Legal Officer. This is your option; except in cases of in-rate "tom-foolery," fraternization, alleged sexual harassment/misconduct, or drug/alcohol abuse, where all cases must be referred to the CO, PSA. If the person in question is a CPO or above, case is refered to CO automatically.

The Commanding Officer of your host command does not have NJP authority over your personnel.

LINE OF DUTY AND MISCONDUCT INVESTIGATIONS. Chapters II and VIII of the JAG Manual discuss line of duty and misconduct investigations. These investigations are required in the event of the death of a member or when a member incurs an injury which results in a member's inability to perform duty for a period exceeding 24 hours. OICs are authorized convening authorities for these investigations. Since you, as the OIC have jurisdiction over the member and may have to take disciplinary action, you should not conduct the investigation yourself. The JAGMAN provides that such informal investigations may be conducted by officers, senior enlisted personnel, or mature civilian employees.

COURTS-MARTIAL. OICs are not authorized to convene courts-martial. The CO, PSA Jacksonville is a convening authority for Summary and Special Courts-Martial. The CO, via the Legal Officer, should be advised by telephone of any disciplinary cases which may result in courts-martial so that appropriate arrangements can be made expeditiously.

LEGAL REFERRALS. Occasionally customer commands request legal support from PSDs. Legal is not a PASS function; we do not prepare report chits, charge sheets, admin boards, etc., for customer commands. The responsibility for the aforementioned remains with the CO of the individual concerned. However, the PSD will prepare service record entries of the final legal action taken by the individual's CO, with the exception of a Page 13 warning notice which remains the individual customer command's responsibility.

OICs/CPOICs are expected to support host command requirements for membership on courts-martial boards and similar proceedings on a pro rata share with other tenant commands.

AUDITS and INSPECTIONS. As soon as possible after learning of a visit from any non-PSA entity, telephone the XO. As part of your turnover, review the following, which will give you an idea of your detachment's strengths and weaknesses:

♦ Transient Monitoring Unit (TMU) Audits – Conducted by EPMAC biannually at major transient processing sites with assist visits conducted during off years. Announced in advance. You will receive an oral debrief and written report; the written report does not require a response.

♦ CINCLANTFLT Pay and Personnel Examination – Annual to 18-month cycle. Unannounced disbursing examination of military pay accounts and supporting personnel actions. An oral debrief is conducted and a written report provided. Response is required.

Only inspections by your chain of command or the Navy IG are proper; activities you service are not authorized to inspect or audit you. The best course of action to take is to always call the CO or XO anytime someone states they are at your detachment to conduct an inspection.

CALENDAR OF REPORTS DUE. There should be a reports tickler file in your Admin Section. The two types of reports with which you should concern yourself are:

- Recurring: Contains the same type of information submitted on a regular basis.

- Situational: Prepared only on the occasion of a specific event (i.e., positive drug screening)

A tickler file can also be used as a reminder of actions required on incoming mail and taskers, and as a reminder of non-receipt of a reply to an outgoing letter from your detachment.

FACILITIES MANAGEMENT. Keep your spaces clean and organized. A professional looking office reflects an organized one. Again, first impressions mean everyting. Work closely with Public Works Center for repairs and safety issues.

TRAINING. Obtain and review your detachment's annual training plan submitted to PSA for each fiscal year. Make note of/ask yourself the following:

- Are individual training records maintained?

- Are records of attendance and lesson plans retained?

- Are the annual training plan goals being met?

- How often is training held/are resources adequate?

These questions can be tailored and embellished to address all types of training, to include GMT, professional/in rate and physical fitness. Ensure both military and civilians have equal opportunities to receive training. (In house and out.)

FINANCIAL OPERATIONS TARGETS (OPTARS). Based on projected needs, OICs/CPOICs are issued an OPTAR funding document authorizing a certain amount of funds on a quarterly basis to be used for the daily operation of their detachment. You will also be provided with a training budget. No OPTAR/training budget can be exceeded without prior approval from PSA. Of course, the OIC/CPOIC is expected to manage funds wisely and rarely are increases over planned amounts required. Each detachment should have an assigned Supply Petty Officer and alternate who can effect both the ordering/supply side, as well as the financial side, of detachment operations.

Detachments cannot independently authorize expenditure of TAD funds; agree to maintenance contracts; buy ADP equipment; pay civilian labor costs. These and numerous other areas fall under the cognizance of PSA Jacksonville Comptroller. Additionally, the ISSA with your host command is reviewed and signed by the Comptroller to ensure required support services will be provided.

GOVERNMENT PURCHASE CARD. You will be appointed as the detachment's government purchase card Approving Official/Certifying Officer responsible for approving cardholder purchases and certifying invoices covering purchases and services obtained through the government purchase card. If you have already received purchase card training, provide a copy of your training certificate or page 4. Each detachment has a training CD-ROM, Purchase Card Training & Interactive Customer Assistance. This self-paced training will take approximately three hours to complete. Detachment supply personnel will be unable to use their purchase card until this training is completed.

CIVILIAN PERSONNEL ADMINISTRATION OVERVIEW. If you have civilian employees, you are responsible for ensuring their evaluations, position descriptions and growth potential plans have been completed correctly. PSA manages the civilian payroll, and the Civilian Position Management Board recommends to the CO the advisability of hiring new employees, based upon a detachment's needs, financial resources and downsizing requirements. Your detachment is serviced by a Human Resource Office (HRO).   Additionally, your employees may be represented by the union; the American Federation of Government Employees (AFGE). If a question arises regarding the HRO or the union, call the Civilian Personnel Officer or the XO.

POSITION DESCRIPTION (PD). This is a statement that describes the duties and responsibilities assigned to a civilian employee. The PD provides official record of the work to be performed by an employee. The nature and complexity of duties and degree of personal responsibility for performing these duties determine the grade level of the position. Annually, the immediate supervisor must review the PD to ensure accuracy and completeness. Discrepancies must be resolved to ensure proper classification to title, series, and grade level. This can be accomplished by pen and ink changes, amendment, or rewrite.

PERFORMANCE MANAGEMENT PROGRAM. The Performance Management Program used throughout the network is a two level summary rating program. Under this program, individual performance plans (i.e., critical elements and performance standards) are reviewed and set with each civilian employee. The performance plan establishes the basis for ranking the employee's overall performance. Performance is annually ranked at either the "Acceptable" or "Unacceptable" level. The annual appraisal cycle begins 1 July and ends 30 June. Supervisors must hold progress reviews with each employee midway through the cycle (i.e., January). More frequent review/counseling sessions are encouraged and are required any time performance falls below the "Acceptable" level. Performance ratings are used when considering promotions, within grade increases, training requirements, reassignments, separations, reductions in grade, and retention standing in Reduction in Force.

CIVILIAN INCENTIVE AND MILITARY AWARDS PROGRAM. The Civilian Incentive and Military Awards Program is an excellent method to motivate employees to increase productivity by recognizing and rewarding creativity, efficiency, and other significant improvements or contributions in the workplace. Recognition is very important to the morale of our employees, both military and civilian. Participation in this program is encouraged. Ensure you meet submission requirements so that deserving personnel receive timely recognition.

CHAPTER 5
PERSONNEL FUNCTIONS
OVERVIEW

RECEIPTS. The timely receipt of new personnel, efficient processing, and overall performance of the Receipts Section will have an immediate impact on new arrivals and will form the first impression of the PSD. The importance of verification of the service record upon receipt cannot be over emphasized, with strict attention paid to SGLI designation!

SERVICE RECORD VERIFICATION. Complete and accurate service record entries are important to each member during a Navy career and after separation. The verification procedures prescribed in the MILPERSMAN provide for the systematic review of records to ensure their accuracy and completeness.

TRANSFERS. Transferring personnel to both CONUS and overseas activities is an ongoing function, with many rules and regulations concerning transfers and associated entitlements. To ensure a smooth, well-planned evolution for our customers, a great deal of attention to detail is required regarding the preparation of documents, passports and screening(s), and coordination with the member's command.

*NOTE: Processing an overseas transfer can be difficult and time consuming. It is mandatory that you commence processing an overseas transfer as soon as the directive is received.

SEPARATIONS. The separation of both officer and enlisted personnel from the Navy involves a variety of forms, and the regulations and entitlements for the different types of separations and the characterization of separation require the utmost attention. The need for careful and complete processing of personnel for separation cannot be overemphasized. Inattention to detail can result in erroneous records which necessitate difficult and time consuming correction; also, if the errors are not corrected, they can adversely affect a member's future. You must ensure that experienced, well trained and conscientious individuals are assigned these responsibilities and that separation paperwork is thoroughly audited. Each separation is unique and must be accomplished according to regulation. The Separation Clerk should open the reference material each time a separation is being worked! You should expect the unexpected and be prepared to separate foreign personnel, personnel authorized early separation for special programs, personnel granted separation leave, and personnel with disciplinary problems. Close liaison with the customer command and strict compliance with regulations should ensure the separation is processed correctly.

TRANSIENT PROCESSING. At any given time there are great numbers of personnel in the transient pipeline who represent an abundance of much needed manpower back in the fleet. These can include several categories of personnel, including students, and members in a variety of medical and disciplinary situations.

LIMITED DUTY (LIMDU). Pay close attention to the movement, monitoring and the return of LIMDU personnel to full duty. Sound personnel management necessitates timely medical reevaluation of members assigned LIMDU, as well as prompt notification of cognizant personnel authorities in case of delays. The overall success of this program is shared by the member, the member's command, the PSD, and the medical treatment facility. OIC/CPOICs should have a good relationship with servicing hospital/clinic LIMDU managers, including CO/XO.

FITNESS REPORTS/ENLISTED EVALUATIONS. The fitness report/evaluation constitutes a very important part of the service record, documenting duty performance, and use in selection and promotion processes, assignment determinations, retention and eligibility for various special programs. While it is the responsibility of the customer command to prepare the evaluation, the PSD must ensure they are included in the service record (enlisted only).

IDENTIFICATION CARD PROCEDURES. With the advent of the Real Time Automated Identification Card System (RAPIDS), accountability for the control and security of identification cards has been virtually eliminated. However, the verification of the individual's right to have an Armed Forces Identification Card exists, and all applicable procedural guidance still must be adhered. RAPIDS is designed to interface with the DEERS data base to establish and confirm entitlements and to produce the new computerized ID card.

*NOTE: If your detachment still holds bulk stock of ID Cards, they must be inventoried at least every 6 months, preferably more frequently, and stored with adequate security.

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS). DEERS is the data for all the armed services, (active, retirees, dependents and survivor personnel), as well as for Public Health Service and National Oceanic and Atmospheric Administration personnel. It is intended to verify eligibility for DOD entitlements (medical, CHAMPUS, commissaries, etc.) and also to keep statistics on the population supported.

MEAL PASSES, RATIONS-IN-KIND, COMMUTED RATIONS. Meal Passes are serialized, accountable items and must be kept under conditions of adequate security by the detachment. Regulations concerning payment of commuted rations and supporting documents are found in pay directives. Meal Pass issuance and general mess control procedures are high interest items in efforts to combat fraud, waste and abuse.

DISCIPLINARY PROCESSING. Constant monitoring of the legal pipeline and timely service record entries are essential, since delays can even more adversely affect a member's pay.

EDUCATIONAL SERVICES. As the OIC, you will find yourself personally involved and accountable for Navy-wide training and examinations, unless you have a designated civilian ESO per BUPERINST 1430.6D or designated E7 or above per CINCLANTFLT 201114Z Oct 98. You can expect some of the most hectic times of the year preparing for and conducting the Navy-wide advancement examinations; however, if you plan properly, follow procedures, and use the resources of your customer commands, many of the potential frustrations can be avoided.

It is essential that you set deadlines to prepare for the examination cycle, and even more important that your customer commands comply with the established deadlines. Accomplish this by early announcements and sound use of the PLR program. It will be your personal responsibility to maintain strict accountability of each advancement examination, until it is either transferred to another activity or destroyed after the exam is administered. You must review the procedures for ordering examinations, the requirements for accountability and secure storage, and the documentation required for receipt, transfer and destruction of exams. Your ESO will administer the day-to-day operations of the Educational Services Section.

LEAVE ACCOUNTING. The PSD monitors and ensures that leave taken is charged to members' accounts. The PSD tracks leave by UIC, using Defense Joint Military Pay System (DJMS) reports. After the member returns from leave, the leave authorization is forwarded to the PSD. Refer to the PTG for leave accounting procedures. OICs/CPOICs will request leave through PSA Jacksonville (XO/CO).

SDS REPORTS. The following are SDS reports used by PSD:

   - System generated reports, which are produced automatically. Theses reports provide file status, exception lists, and information/action notices required to maintain control of event reporting, feedback processing and data base integrity. Examples include:

        * Suspense File
        * Event File (must be monitored for backlog)
        * Retain Transmittal Log (RTL)

   - Standard Reports are recurring in nature and programmed for production as requested in support of various functions performed as a PSD. These reports must be requested from the Standard Report Menu Screen and are requested on one workday and are available following the next day's update. Examples include:

        * Examination Eligibility Report
        * Good Conduct Award Eligibility Report
        * Meal Pass Report
        * Prospective Gain Report

   - ADHOC Report address a specific purpose, case or situation. Depending upon local needs, these may be one-time or recurring reports.

CHAPTER 6
MILITARY PAY
OVERVIEW

The military pay function can be one of the most difficult areas for the new OIC/CPOIC to master. If you acquire a good understanding of the various checks and balances and follow up with periodic auditing procedures, you should have few problems. The military pay functions covers the maintenance of the Master Military Pay Account (MMPA), frequently referred to as pay records; the processing of travel claims and public vouchers; and fiscal, the receipt and disbursement of funds and submission of financial returns.

MILITARY PAY DEPARTMENT. In the PSA Jacksonville network, we have two Disbursing Officers (DO). Each CONUS PSD has two or more Deputy Disbursing Officers (DDO) assigned. DDOs act for and are accountable for disbursement of funds to the cognizant DO. Questions concerning propriety of payments will be directed to the appropriate DO. The Director of Operations is assigned to the PSA staff and is responsible to the CO for the overall military pay and personnel operation throughout the command.

DEPUTY DISBURSING OFFICER (DDO). A DDO is an individual who, acting under an approved power of attorney executed by the cognizant DO, is authorized to perform acts relating to the receipt, disbursement, custody and accounting of public funds in the name of and for the account of the DO, as directed by the DO. Other duties/responsibilities:

   - Receive and disburse cash and checks daily, and prepare checks covering payments
     made by the PSD; only a DDO may sign/issue checks.
   - DDOs and Agent Cashiers are required to balance and prepare reports of financial
     transactions completed and of their individual accountability at the end of the business
     day.

Refer to the DODFMR and DJMS PTG for further information on fiscal, public voucher and military pay functions which may be performed only by the DO or a duly appointed DDO or Agent Cashier.

QUARTERLY CASH VERIFICATION BOARD (QCVB). You will be the senior member of your PSDs unannounced QCVB. Details on when to conduct the audit are provided by the Budget Department. Details on how to conduct the audit are provided by the Disbursing Officer assigned at PSA. Any deficiencies should be reported immediately to the accountable Disbursing Officer and Executive Officer.

UNIFORM MICROPCOMPUTER DISBURSING SYSTEM (UMIDS). UMIDS is an automated system for processing pay impactive documents to DJMS. Under DJMS, the Defense Finance and Accounting Service Cleveland Center (DFAS) computes pay daily. One-time entitlements (bonus, LSL etc) are Electronic Fund Transferred (EFT) to the member's bank on a daily basis. Regular paydays on the 1st and 15th are either EFT to the members account or a

paper check mailed on payday to the member by DFAS. DJMS provides Net Pay Advisory (NPA) for the 15th payday and a Leave and Earning Statement (LES) for the 1st payday.

MAINTENANCE OF THE MASTER MILITARY PAY ACCOUNT (MMPA). A LES issued monthly on each member on active duty is a printout of the member's MMPA, which is on file at DFAS. The original LES file will be downloaded from DFAS each month using UMIDS. The original LES is forwarded to each customer command on the 1st payday for distribution. Pay accounts for PSD staff personnel are maintained in a separate database in UMIDS, which can only be accessed by the DDO or another designated person. These accounts are designated as Pay Record Access (PRA) and are tightly controlled. The pay and personnel records of PRA personnel are expected to be 100% error free at all times.

RESERVE MEMBERS. Types of reserve accounts include:

- Temporary Active Duty – 30 days or more. Payroll and paperwork is same as for regular Navy.
- Temporary Active Duty – Less than 30 days. In general, entitled to same pay entitlements as active duty personnel; however, payment of pay and allowances are made on a public voucher, not a payroll.
- Active Duty for Training – 30 days or more. A temporary pay account is prepared; Reserve appropriation is charged. Temporary pay account is closed and balanced quarterly.
- Active Duty for Training – Less than 30 days. Usually on duty for 14 days or less. Paid only once during the period of duty; no PFR is opened.

DELIVERY OF PAYCHECKS AND LEAVE AND EARNING STATEMENTS. The DJMS PTG authorizes a DO to deliver checks received from DFAS and LESs;

- Personally to the member; member must present proper identification.
- By first class mail, if requested by the member on leave or TAD.
- To a third party, if member has given written authorization to the DO. The third party will sign a receipt for the check and a Privacy Act Statement.
- To a third party for distribution within a unit.

Checks and LESs undeliverable on payday must be returned to the PSD on payday. This is necessary to preclude theft, loss, or unauthorized delivery to other than the designated payee.

INDEBTEDNESS. The member will be notified of his/her indebtedness as soon as possible, but in no case, later than three working days following the PSD's receipt of the indebtedness documents. The DDO will notify the member as soon as the DO becomes aware that a document being entered into the pay system will create an indebtedness when shown on the LES. In the case of any indebtedness, the member must be given written notification of the nature of the debt. The written notification must be sent to the member at least 30 days prior to the date pay checkage is to occur.

DEATH GRATUITY (DG) PAYMENTS. DG will be paid, regardless of whether death occurred in the line of duty or was the result of the member's misconduct, to eligible beneficiaries. When authorized specifically by message, DG payments may be made for other military services. Normally, the Casualty Assistance Calls Officer (CACO) delivers the DG payment to the beneficiaries within 24 hours of the death.

GENERAL TRAVEL CLAIM INFORMATION. Each PSD has voucher examiners assigned for the processing of all types of travel claims and public vouchers. In general, Joint Federal Travel Regulations (JFTR) and Department of Defense Financial Management Regulations (DODFMR) cover military PCS and TAD travel; public voucher procedures are covered by a number of publications, including but not limited to, several of the NAVCOMPT, NAVSUP and DODFMR manuals.

QUESTIONABLE OR FRAUDULENT CLAIMS. The DO is primarily responsible for determining the existence of fraud in a claim presented for payment. Because of the locations of the PSDs, the DO has delegated the authority to question validity of claims and to refuse payment to DDOs. After screening by the voucher examiner, if a claim is found to be questionable, the DDO will discuss the claim with the OIC/CPOIC. The OIC then will refer the claim to the CO of the traveler for verification and, if appropriate, request NCIS investigation after discussion with the DO.

TRAVEL CLAIM PROCESSING. Navy standard of service for travel claim processing requires settlement claims be completed within ten workdays after receipt at the PSD. Travel claims processing is high visibility, and customers often determine a PSD's reputation based upon this service alone. OICs/CPOICs need to monitor travel claim processing closely. Claims are currently processed using the Navy's Microcomputer Claims processing System (MCPS). This automated system is capable of processing every type of travel claim except civilian PCS claims. Travel claim settlement vouchers are tracked using PSA Jacksonville Travel Claim Tracking System (TCTS). This is an automated system developed by PSA, which provides a variety of management reports relative to claim backlog and claims production data. OICs/CPOICs are expected to familiarize themselves with TCTS management reports. The Integrated Automated Travel System (IATS) will come on line in the near future in PSA Jacksonville network. This will allow for EFT of all travel payments.

SYSTEM FOR THE MANAGEMENT OF REJECTED TRANSACTIONS (SMART). This automated system which operates as a subset of DJMS at DFAS, is used to identify and correct pay transactions that are either "rejected" or "recycled" during pay processing at DFAS.

REPORTS. Monthly, bimonthly and daily reports you should see include:

(1) The Unit Commanders Finance Report (UCFR) provides a concise view of each members account. It is to be used by OICs/CPOICs to administer military leave. It contains other useful information such as BAH status, BAS, and incentive pays.

(2) Monthly reports provided by PSA Analysis Division for Pay, Travel and Fiscal. These will show how you are doing compared with other detachments in our network.

The following Pay report should be seen by the OIC/CPOIC daily.

(1) Transaction Accuracy by Input Source tells who is making errors.

(2) Reject Analysis – Training Report tells where errors occur by type (i.e., leave, BAH, etc.)

(3) Twice Monthly Report is No Pay Due Report tells who is not getting paid. Your Pay Supervisor(s) should provide expectable explanations for anyone not getting paid.

CHAPTER 7
PASSENGER TRANSPORTATION
OVERVIEW

Passenger Transportation is the third broad area in PASS. Normally, a detachment will have a Passenger Transportation Division. In the case of small detachments, passenger transportation may be provided under another division, by another detachment, or another service activity located nearby. Each detachment is provided Port Call instructions for travel overseas or to a mobile unit; other guidance relating to the support by a Navy Passenger Transportation Office (NAVPTO) should be part of your detachment reference material. Within PSA Jacksonville there are three NAVPTOs. NAVPTO Jacksonville is collocated with the PSA Jacksonville; NAVPTO Charleston is collocated with PSD Naval Weapons Station, Goose Creek (Charleston), SC; and NAVPTO Pensacola is collocated with PSD Pensacola, Florida. Each NAVPTO has a Transportation Officer who is responsible to the CO for providing transportation services to commands (including mobile and afloat) and PSDs within their areas of responsibility (AOR). The Transportation Officers are also responsible to the CO on regional and policy matters pertaining to official travel within their AOR. The Transportation Officer, NAVPTO Jacksonville is designated the Transportation Officer and is responsible for coordinating all transportation functions and requirements of the other two NAVPTOs.

FUNCTIONS OF THE NAVPTO. In accordance with OPNAVINST 4650.15 (The Navy Passenger Transportation Manual), the NAVPTOs have the responsibility for implementing DOD/Navy passenger transportation policy and overall traffic management program within their assigned geographic areas, managing the NAVPTO and the performance of the Commercial Travel Office (CTO) to ensure that efficient, responsive and best value travel services are provided, and providing technical advice and guidance as required. The following specific additional responsibilities and authorities also apply:

    a. Support Navy contingency and mobilization requirements.

    b. Monitor contractor performance in the capacity of Alternate Contracting Officer representative (ACOR) when contracted CTOs complement their network and implement the Navy's Quality Assurance Plan related to these contracts.

    c. Perform passenger transportation bill reconciliation functions under the government charge card company's central billed accounts. These functions begin the commercial airline bill paying procedures.

    d. Interface with the Defense Transportation System as specified in the Defense Travel Regulation, DOD 4500.9-R, Part 1.

    e. Arrange group travel and international travel on AMC government airlift.

f. Grant extensions of time limits for travel under the JFTR, paragraphs U5130.B2 and U5130.B3.

g. Maintain a locator computer system for all Navy mobile and deployed ships/units.

PASSENGER RESERVATION REQUESTS (PORT CALLS). The responsibility for booking passengers on AMC air or authorizing commercial air for overseas flights is delegated to the NAVPTO by OPNAV. The NAVPTO responds to Passenger Reservation Requests (Port Call) received from our PSDs, ships and mobile units. Requesting commands are advised of the transportation arrangements made, whether AMC or commercial air, usually by message. This advisement is a Port Call Confirmation (PRC).

PSD Roosevelt Roads is designated as a Passenger Control Point responsible to the CO. As such, PSD Roosevelt Roads is authorized to book directly with the AMC. The PSD falls under NAVPTO Charleston's area of responsibility who provides regional and policy guidance to the OIC.

PASSPORTS. Each PSD should have one or more designated military passport agents, or have access to one. The agents accept passport applications for no-fee passports and provide passport and visa information to official travelers requiring this service. Personnel traveling on orders to areas requiring a passport must normally have a no-fee passport. These passport agents do not process applications for a fee (tourist) passport which is usually used for leisure/tourist type travel. Passport agents are not authorized to process applications for passports unless a passport is required per the DOD Foreign Clearance Guide.

COMMERCIAL RESERVATIONS AND TICKETING. All detachments are supported by a CTO. PSD Transportation Agents are responsible for approving/authorizing all commercial airline tickets issued by their CTO. Commercial airline tickets are procured and paid for utilizing the Government Travel System. Commercial travel not processed through the Government Travel System (emergency or surface travel) is normally paid with a Government Transportation Request (GTR). Travel services provided to other than Navy funded personnel are paid for with a GTR, i.e., Army, Air Force, etc.

CHAPTER 8
INFORMATION SYSTEMS
OVERVIEW

MANAGEMENT: The Information Systems (IS) Officer is responsible for managing IS resources, requirements, and services within the PSA Jacksonville network and acts as the principal advisor to the CO on all matters concerning the operation of the PSA network, SDS, DEERS/RAPIDS, and all microcomputer systems and applications. Responsibilities of the position include, but are not limited to the following:

- Provides recommendations to the CO for IS hardware/software acquisitions.

- Coordinates the installation and relocation of all IS equipment in the network.

- Implements an IS security program which provides a basis for full compliance with current IS security policies and procedures.

- Serves as the focal point for IS hardware, software and telecommunications related problems.

- Serves as the point of contact between the command, the regional managers, and the contractors when problems arise.

PSA NETWORK: IAW CNO Directive, the PSA Network (consisting of a Wide Area Network (WAN) broken down into three regions (Pensacola, Charleston, and Jacksonville)) utilizes Microsoft Windows NT networking platform. This consists of NT Server, NT Workstation and uses Microsoft Exchange for e-mail. Connectivity of the detachment Local Area Network (LAN) to the PSA WAN is through a 56K circuit that runs through the PSA to the NIPRNET. WAN management is performed at the PSA. This includes management of the network's primary Windows NT server, exchange server, internet information server, SDS host processors and the NSIPS area server. Each region is maintained by a regional manager that reports directly to the IS Department Head at PSA. IS Monitors, who report to their regional manager, maintain the detachment network. PSD's Gulfport and Pensacola, and CSD's Panama City and Meridian fall under the Pensacola regional manager. PSD's Charleston and Atlanta, and CSD's Athens and Beaufort fall under the Charleston regional manager. PSD's Jacksonville, Kings Bay and Mayport, and CSD Tampa fall under Jacksonville regional manager. PSD's Roosevelt Roads and Key West are maintained by the PSA.

ASSOCIATED DATA BASE ADMINISTRATOR (ADBA): Coordinates operation of SDS with Site Managers and the Field Host Processing Center, and is the primary field person responsible for data security. Elements of this position include, but are not limited to:

- Functions as the network's SDS point of contact and liaison with the System Monitors.

- Serves as the System Manager running daily production for each PSD and a backup for each processor.

- Serves as the Information Systems Security Officer (ISSO) for all IS operations.

- Serves as the approval authority for SDS System Change Request and Trouble Reports submitted by the PSD; monitors and coordinates their disposition.

SOURCE DATA SYSTEM (SDS): SDS is distributed processing and data base system which is accessed by Keyboard Video Display Terminals (KVDT) or microcomputer systems interfaced through emulation software with SDS host processors located at the PSA. Within each detachment, IS Monitor and Terminal Area Security Officer (TASO) are designated as the principal liaison personnel for operations and security of the SDS. The TASO should be designated in writing by the OIC/CPOIC. The TASO will be the PSD's SDS Security Manager.